



## PROGRAM TECHNICIAN II

### DEPARTMENTAL PROMOTIONAL

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IT IS THE OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

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**Salary Range: \$2638 - \$3209**

**Final Filing Date: CONTINUOUS TESTING – No Deadline**

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#### WHO MAY APPLY

ABC employees with a permanent appointment may apply **OR** (1) a current or former legislative employee meeting the criteria defined in Government Code (GC) Section 18990 (2) an exempt employee meeting the criteria in GC Section 18992, as of the date they file their application (3) persons who worked for ABC within the last three years (SPB Rule 234, 235 and 235.2) (4) must be a person retired from the United States military, honorably discharged from active duty as defined in Governmental Code 18991.

NOTE: Applicants applying under Item 4 must submit a copy of Form DD214 along with their Standard State Application (STD 678).

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#### HOW TO APPLY

Applications must be submitted via the U.S. Postal Service or hand delivered to the Testing Department. Applications will not be accepted via email or fax.

A State Application Form (STD. 678) must be used and can be found on the Internet at <http://www.jobs.ca.gov>. Applications are available upon request.

If you are **personally delivering** your application, you must do so between the hours of 8:00 AM and 5:00 PM, Monday through Friday (except State holidays), to the street address listed below.

**SUBMIT APPLICATIONS TO:**      **Department of Alcoholic Beverage Control**  
**Headquarters / Human Resources**  
**3927 Lennane Drive, Suite 100**  
**Sacramento, CA 95834**

Applications will be accepted on a continuous basis. All applicants must meet the education and/or experience requirements for this examination at the time he or she files his or her application. The testing period for this examination is 12 months. Once you have taken the examination, you may not retest for 12 months.

**THE EXAMINATION  
PROCESS**

Candidates must be successful in each of the examination's selection components listed to be eligible for appointment. Photo identification is required for admittance into the examination. Failure to complete any of the required forms or failure to appear for the scheduled components will result in elimination from the examination. All information submitted for consideration at every phase of the selection process must be accurate, complete and truthful and will be subject to verification. Any inaccuracy and/or omission may be considered intentional and may be cause for elimination from the examination and/or subsequent verification.

**EXAMINATION COMPONENTS**

1. Written Test Pass/Fail. The written test is designed to evaluate a candidate's knowledge in the areas of (1) Organization, practices, procedures and regulations of ABC (2) Transactions and problems related to ABC (3) Licensing transactions and problems related to ABC (4) Arithmetical computations, including fees related to ABC.
2. Qualifications Appraisal Interview (verbal test) weighted 100%. The verbal test will consist of answering pre-determined job-related questions and may be accompanied by a written exercise. To obtain a position on the eligible list, a minimum rating of 70% must be attained.

Positions exist statewide. Location of the written test and Qualifications Appraisal Interview may be held at our Headquarters' Office in Sacramento and/or Southern Division's Headquarters' Office in Cerritos, CA. Indicate on your application the location where you wish to be tested (Sacramento or Cerritos).

Exam applications will be accepted on a CONTINUOUS BASIS and held for the next exam.

**SPECIAL TESTING  
ARRANGEMENTS**

If you are disabled and need special assistance or special testing arrangements, contact the Department of ABC, Human Resources, or via the California Relay Service for the deaf or hearing impaired from TTY Phones at 1-800-735-2929 or from voice phones at 1-800-735-2922. In addition, please mark the appropriate box in question #2 on the State Application (STD. 678). You will be contacted to make specific arrangements.

**CAREER CREDITS /  
VETERANS POINTS**

Career Credits and Veteran's Preference Points are not granted in promotional examinations.

**MINIMUM  
QUALIFICATIONS****EITHER I**

In the California state service, either (A) 18 months of experience performing duties equivalent in level of responsibility to the class of Program Technician; or (B) 24 months of experience performing duties equivalent in level of responsibility to the class of Office Assistant. (Applicants who have completed all but six months of service performing the duties, as specified above, will be admitted to the examination, but they must complete the total required months of this experience before they can be eligible for appointment.)

**OR II**

Two years of experience in a governmental or private agency performing duties with program responsibilities equivalent in level to those of the departmental program in the State of California for which the examination is being administered. (Experience applied toward this requirement must include at least 18 months in a position equivalent in level of responsibility to the California state civil service class of Program Technician.)

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**EXPERIENCE AND  
EDUCATION  
INFORMATION**

**Applicants must meet the experience/education requirements by the final filing date. Your signature on your application indicates that you read, understand and possess the qualifications required.** Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as “Either I”, or “Or II”, etc. For example, candidates’ possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement. Applications/resumes **MUST** include: “to” and “from” dates (month/day/year); time base; hours per week; and civil service class title(s), and range, if applicable.

If an examination requires or accepts education, include on the State Application (Std. 678), question #13, the **Name and Location** of the institution, **Course of Study, Units Completed** (Semester/Quarter), **Diploma, Degree or Certificate Obtained** and **Date Completed**. The same applies for question #14 (valid licenses, certificates, etc.). **Applicant must provide a copy of the course work or degree at the time of filing.** If this information is not included (unless education is not needed), the application will be declined and a notice will be mailed to the applicant asking for this information by a determined deadline date. **Applicants who are hired from this employment list must provide their transcripts from the applicable institution(s).**

Acceptable course work and degrees must be completed at a **regionally accredited** institution. Course work completed in other states is acceptable as long as the institution holds regional accreditation through an accrediting body. Course work and degrees completed outside of the United States must be evaluated by a Commission-approved foreign transcript evaluation agency before it may be used for credentialing purposes.

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**THE POSITION**

This is the journey level for this series for the more difficult program specialist work. Under general supervision, incumbents either: (1) review and/or process detailed and technical forms, files, etc., associated with multiple departmental programs or program areas; (2) review and/or process forms, files, etc., associated with a departmental program which requires especially detailed knowledge of the program so that difficult calculations can be made and/or processing can be done in cases where guidelines are not clear; (3) provide sensitive and detailed program information and/or direction to the public, employees, other public jurisdictions, or clients as a significant part of their duties; or (4) any combination of the above. Work is subject to occasional review.

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**SCOPE OF THE  
EXAMINATION**

The examining interview may measure each competitor’s knowledge and ability as described below:

**KNOWLEDGE OF:**

1. Modern office methods, equipment, and procedures; and
2. Appropriate laws, rules, regulations, and policies of the State of California governing the program area(s) for which the examination is being administered.

**ABILITY TO:**

1. Perform clerical and technical work;
2. Follow directions;
3. Evaluate situations accurately and take effective action;
4. Learn and apply laws, rules, regulations, procedures, and policies;
5. Make arithmetic calculations with speed and accuracy;
6. Read and write English at a level required for successful job performance; and
7. Meet and deal tactfully with the public, co-workers and/or clients, either face-to-face or by telephone.

**ELIGIBLE LIST  
INFORMATION**

A merged departmental promotional list will be established for ABC. Candidate's list eligibility lasts for 12 months after it is established, unless the needs of the service and conditions of the list warrant a change in this period.

**CONFIDENTIALITY /  
SECURITY**

**NOTE: Pursuant to Government Code Sections 19680,** It is unlawful for any person:

(a) Willfully by himself or in cooperation with another person to defeat, deceive, or obstruct any person with respect to his right of examination, application, or employment under this part or board rule. (b) Willfully and falsely to mark, grade, estimate, or report upon the examination or proper standing of any person examined or certified under this part or board rule, or to aid in so doing, or make any false representation concerning the same or the person examined.

(c) Willfully to furnish to any person any special or secret information for the purpose of either improving or injuring the prospects or chances of any person examined, certified or to be examined or certified under this part or board rule.

**Pursuant to Government Code Section 19681 (b),** It is unlawful for any person to obtain examination questions or other examination material except by specific authorization either before, during, or after an examination or use or purport to use any such examination questions or materials for the purpose of instructing or coaching or preparing candidates for examinations.

**GENERAL INFORMATION**

**It is the candidate's responsibility** to contact Human Resources at (916) 419-2557 three days prior to the written test date if he/she has not received his/her notice; or three weeks after the final filing date if there is no written test date.

**If the candidate's notice of oral interview** or performance test fails to reach him/her prior to the day of the interview due to verified postal error, he/she will be rescheduled upon written request.

**Applications are available** at the State Personnel Board offices, local offices of the Employment Development Department, the Department noted on the bulletin or on the Internet at <http://www.jobs.ca.gov>.

**If you meet the requirements** stated on this bulletin, you may take the examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

**The Department of Alcoholic Beverage Control (ABC)** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revisions will be in accordance with the civil service law and rules and all competitors will be notified.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in the spot location of the examination; however, locations of interviews may be extended as conditions warrant.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire from one to four years unless otherwise stated on this bulletin.

**Promotional Examinations Only:** Competition is limited to employees who have a permanent civil service appointment and military veterans that meet all the minimum qualifications. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices, at the State Personnel Board office or [www.jobs.ca.gov](http://www.jobs.ca.gov).

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiatives, dependability, good judgment, and ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open exams investigation may be made of employment records and personal history – fingerprinting may be required.

**High School Equivalence:** Equivalence to completion of the 12<sup>th</sup> grade may be demonstrated in any of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college work; 3) certification from the State Department of Education, a local school board or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitutions of business college work in place of high school on a year-for-year basis.

TDD is a Telecommunications Device for the Deaf and is reachable only from phones equipped with TDD Device.  
California Relay (Telephone) Service for the Deaf or Hearing Impaired:  
From TDD phones 1-800-735-2929; Voice 1-800-735-2922